

## **Annexure A to the RFP - SCOPE OF SERVICE**

### **Background and Context:**

- Transnet currently utilises an outsourced integrated travel management booking system, for Transnet staff to do online bookings themselves. All Transnet Operating Divisions (OD's) makes use of this online system, nationally,
- Transnet has operations across the country, and in certain parts of Africa. Transnet Freight Rail (TFR) is the major OD that utilises the system, and other OD's include Transnet Corporate Centre, Transnet Engineering, Transnet Rail infrastructure Maintenance, Transnet National Ports Authority, Transnet Port Terminals, Transnet Pipelines and Transnet Properties.
- The employees travel extensively domestically, but also internationally and regionally (Africa).
- The actual volumes for November 2023 - October 2024 is as follows to give potential bidders an estimate of Transnet real volumes, to be used for pricing purposes only and not a commitment or guarantee of these volumes:

TOTAL SPEND FOR 1 Nov 2023 - 31 Oct 2024

Category	Total	
	Total Spend	Total Trans
Accommodation Domestic	453 358 805	50 064
Domestic Air Travel	67 009 934	32 643
Car Hire	31 330 392	10 232
Transfers	9 361 514	2 126
Accommodation International	5 877 836	183
International Air Travel	3 916 978	90
Foreign Exchange	4 903 364	395
Regional Air Travel	911 630	122
Transfers International and Cr	380 180	19
Railways, Bus, Ferry Res	347 330	419
Visa And Passports Charges	216 446	78
Accommodation No Show (Ans)	311 489	193
Car Hire International	141 936	5
<b>Total</b>	<b>578 067 834</b>	<b>96 569</b>

### **Detailed Scope of Services:**

1. Transnet requires a managed integrated travel system that is flexible and accessible on various digital platforms (e.g. but not limited to, laptops, desktops, iPad, smart cell phones, etc.), for Transnet travel bookers or staff, to access the system and do end-to-end online travel bookings, with automated approvals of the travel bookings on the system via laptop/desktop, SMS and email.
2. The potential service providers' system should be able to integrate with the current Transnet SAP ERP (enterprise resource planning) systems landscape (**phase 2**).
3. The supplier must have provided system and support to (1) company with at least 10 000 employees over the past 5 years. (Signed previous client reference letter as evidence of proof that the company can service 10 000 employees).
4. The system will be for, but not limited to, air travel, accommodation, car rental, shuttle services, parking services, visa, forex, specialised TFR Book Off & Transnet Academy and transfers, relating to travel in respect of domestic, regional, and international travel.
5. TFR Book Off refers to the capability of making bookings for multiple train drivers being accommodated in two or three rooms of the same identified establishment as they change shifts (scheduled train registers) – i.e., a system that can be customized to cater for train drivers as the registers need to be reconciled before payment can occur.
6. Transnet Academy refers to the capability of making bookings for Transnet learners/students in the identified establishments where specific rates have been negotiated and packaged to cater for learning needs – i.e., a system that can be customized to cater for specific package rates linked to specific establishments for the booked learning period.
7. The system should allow the travelers to book the travel services for themselves (self-booking) at least 90% of the travel bookings.
8. The travel bookings are made in line with Transnet's Travel Policy, and Transnet Human Resources related policies, these set limits on class and rates of bookable travel services like the previous National Treasury regulations/guidelines.
9. Transnet requires a minimum of ninety-five percent (95%) system availability in a month.
10. Changes to approved bookings either by Transnet or by the dedicated travel consultants, which must follow the agreed change management procedures.
11. The system should integrate/automate updates to travel profiles, cost centre, and other material travel information from the SAP HCM. (**Phase 2**)

12. Integrated/automated cost allocation and payment reconciliations should be possible within six months from the effective date of appointment. (**Phase 2**)
13. Transnet will require an onsite/in-house support with at least 10 dedicated travel consultants to provide support and do the travel bookings wherever needed, the bookings done by the travel consultants will not exceed ten (10) percent of the total bookings in a month. This could include for example: bookings for the Group Executives, Group Bookings (meaning ten or more people traveling together), Train Crew Bookings and Transnet Academy etc.
14. Only one system will be accepted and evaluated in case there is more than one party presenting the bid e.g., joint venture bid.
15. The integration and other configurations of the travel system to Transnet’s system should be possible within 6 months after the contract commencement date, referred to as Phase 2 of the contract implementation.

Online Business travel requirements in Transnet includes the following categories:

<b>Air Travel</b>	<b>Car Hire for travelling individual or travelling in a group</b>
<ul style="list-style-type: none"> <li>- Domestic (Local)</li> <li>- Chartered airlines</li> <li>- Regional (Africa)</li> <li>- International</li> <li>- Airport Parking</li> </ul>	<ul style="list-style-type: none"> <li>- Domestic, Regional, and International</li> <li>- Busses</li> <li>- Shuttle Transfers</li> <li>- Chauffeur Drive</li> <li>- Accidents, Damages and Traffic fine administration, and payments to car hire companies, except for fines.</li> </ul>
<b>Accommodation</b>	<b>International travel and other related requirements</b>
<ul style="list-style-type: none"> <li>- Domestic (National/Local)</li> <li>- Hotels &amp; Lodges</li> <li>- Guest houses (including TFR Book-Offs)</li> <li>- Bed, breakfast and water</li> <li>- International &amp; Regional</li> <li>- Hotel Groups</li> </ul>	<ul style="list-style-type: none"> <li>- Subsistence allowance</li> <li>- Visas appointments and passports</li> <li>- Arrange appointments for Vaccinations and inoculations</li> <li>- Foreign Exchange (forex)</li> </ul>
<b>Security services (upon request)</b>	<b>Travel Lodge cards and payments</b>
<ul style="list-style-type: none"> <li>- Regional (Africa)</li> <li>- Chauffeur Driver</li> </ul>	<ul style="list-style-type: none"> <li>- strict compliance</li> <li>- Authorised use only</li> <li>- Reporting</li> <li>- Virtual card (form of digital payment issued from the travel lodge card) for major accommodation suppliers, wherever possible</li> </ul>

**Summary- Transnet Business Travel Requirements**

<b>Travel System capabilities</b>
<ul style="list-style-type: none"> <li>System must integrate with a Global Distribution System (GDS) and other booking platforms</li> </ul>
<ul style="list-style-type: none"> <li>The system must be able to automate e-ticketing vouchers to be sent to emails and cell phones of travelers</li> </ul>
<ul style="list-style-type: none"> <li>The system must allow for the setting of travel rules and policies of Transnet.</li> </ul>
<ul style="list-style-type: none"> <li>The system should have the capability to load manual inventories (e.g., Guest House list not on other booking platforms).</li> </ul>
<ul style="list-style-type: none"> <li>The system must be able to integrate and post to SAP Human Capital Management (HCM) and SAP Finance Accounting (FI) modules.</li> </ul>
<ul style="list-style-type: none"> <li>The system should have capability to pay travel suppliers and settle expenses (An alternative solution can be provided for this requirement)</li> </ul>
<ul style="list-style-type: none"> <li>The system must have the reporting capability (be able to report per traveler, cost centre, profit centre, operating division and at Transnet level) see <b>reporting section</b> for more reporting requirements.</li> </ul>
<ul style="list-style-type: none"> <li>The system should have different user profiles and be able to produce audit logs</li> </ul>
<ul style="list-style-type: none"> <li>The system must be able to log each travel request and be able to issue a unique reference number for each</li> </ul>
<ul style="list-style-type: none"> <li>Group bookings should be possible in the system</li> </ul>
<ul style="list-style-type: none"> <li>Capability of planning for travel without booking a travel service e.g., travelling via an employee vehicle and planning the travel in the travel management system.</li> </ul>
<ul style="list-style-type: none"> <li>Handling of travel expense claims e.g., parking ticket claim</li> </ul>
<ul style="list-style-type: none"> <li>Allow for attachments relating to travel services or travel claims (pdf, jpg, excel, word etc.)</li> </ul>
<ul style="list-style-type: none"> <li>Handling of travel allowances (e.g., meal allowance, petrol allowance etc.)</li> </ul>
<ul style="list-style-type: none"> <li>Show cheapest options to the traveler and the approver</li> </ul>
<ul style="list-style-type: none"> <li>Provide for a help section to request assistance from a travel agent</li> </ul>
<ul style="list-style-type: none"> <li>Send notifications for the traveler at each change of the trip approval status</li> </ul>
<ul style="list-style-type: none"> <li>Send notification reminders to the approvers before trip expiry</li> </ul>
<ul style="list-style-type: none"> <li>Training, training guidelines and assistance available for users (at least 150 super users - a person with additional system administrative rights - to be trained)</li> </ul>
<ul style="list-style-type: none"> <li>For all requests that cannot be booked online directly by the Traveler, a Transnet travel requestor must be able to submit an electronic form/request (e-mail) to the dedicated Travel Consultant. An authorized request should be submitted in cases where the system is offline.</li> </ul>

**The System Provider must provide a flexible Integrated Travel Management System, compatible with various electronic platforms like desktops and cell phones that will**

<ul style="list-style-type: none"> <li>• Enable the Transnet traveler to do Travel Booking(s) on the phone or desktop and to have a view of options to choose from such as airlines, hotels and car bookings that are within the corporate policy guidelines</li> </ul>
<ul style="list-style-type: none"> <li>• Flexible online approval workflows on the phone or desktop</li> </ul>
<ul style="list-style-type: none"> <li>• Enabling the traveler to make changes on the phone or desktop</li> </ul>
<ul style="list-style-type: none"> <li>• Enabling the traveler to cancel the travel plans on the phone or desktop</li> </ul>
<ul style="list-style-type: none"> <li>• To create and easily categorize expense items to be sent for approval. Automating the approval workflows to speed up the process</li> </ul>
<ul style="list-style-type: none"> <li>• Traveler tracking by capturing point to point locations</li> </ul>
<ul style="list-style-type: none"> <li>• Expense report to capture the receipts of the traveler, submit the receipt via a phone and approved from the desktop or phone app. The expense reports to be automatically routed to the correct approval flow</li> </ul>
<ul style="list-style-type: none"> <li>• Enable traveler (s) and manager to see when a service requirement is "In Policy" or "Out of Policy"</li> </ul>
<p><b>Infrastructure / System support:</b></p>
<ul style="list-style-type: none"> <li>• 24/7/365 Availability, minimum 95% available in a month</li> </ul>
<ul style="list-style-type: none"> <li>• System technical assistance available 24/7/365</li> </ul>
<ul style="list-style-type: none"> <li>• System back-up</li> </ul>
<ul style="list-style-type: none"> <li>• Recovery</li> </ul>
<ul style="list-style-type: none"> <li>• Compliance to regulatory framework in line with South African laws and specified terms in the contract</li> </ul>
<ul style="list-style-type: none"> <li>• 100 % back up for down time – contingency plan</li> </ul>
<ul style="list-style-type: none"> <li>• Accommodate 55 000 users (self-booking)</li> </ul>
<ul style="list-style-type: none"> <li>• Handle at least 100 000 trips per annum</li> </ul>
<ul style="list-style-type: none"> <li>• Allow for updates and upgrades based on the latest version of the relevant software/system</li> </ul>
<p><b>Detailed Integration (Phase 2)</b></p>
<ul style="list-style-type: none"> <li>• The System Provider will provide an agreed set off transfer (Comma Separation Values (CSV) or XML formats for storing data) files and application programming interface (API) end points to Transnet to use for SAP ERP integration</li> </ul>
<ul style="list-style-type: none"> <li>• The System Provider can re-use (set of files and end points) to integrate into multiple SAP versions</li> </ul>
<ul style="list-style-type: none"> <li>• Single sign on, HR user file integration architecture, cost centre, and company approval mandates</li> </ul>
<ul style="list-style-type: none"> <li>• The System Provider will have direct access to Transnet's integration layer</li> </ul>
<p><b>Approval process in The System to support the following: -</b></p>
<ul style="list-style-type: none"> <li>• Approval flows (mandates) as provided to be aligned to SAP HCM/FI workflows.</li> </ul>
<ul style="list-style-type: none"> <li>• Budget approval per cost centre</li> </ul>

<ul style="list-style-type: none"> <li>• Delegation of approval authority (when not able to approve)</li> </ul>
<ul style="list-style-type: none"> <li>• Restriction of travelers/ bookers to approve own bookings</li> </ul>
<ul style="list-style-type: none"> <li>• Restriction of approving more than once</li> </ul>
<ul style="list-style-type: none"> <li>• Restriction of travelers booking a travel service more than once in the same period (date and time)</li> </ul>
<ul style="list-style-type: none"> <li>• Super Approval (override approval in case of emergencies) capability for specific users (manual setup)</li> </ul>
<ul style="list-style-type: none"> <li>• Approval will be limited to designated approvers who have Delegation of Authority to approve</li> </ul>
<ul style="list-style-type: none"> <li>• Approval via Mobile Solution or E-mail</li> </ul>
<p><b>Travel Lodged cards and Virtual payments (digital alternative for financial transactions)</b></p>
<ul style="list-style-type: none"> <li>• Virtual card (form of digital payment issued from the travel lodge card) for major accommodation service provides to avoid merchant fees</li> </ul>
<ul style="list-style-type: none"> <li>• Automated in the online system to avoid manual swipes (based on payment process approval)</li> </ul>
<ul style="list-style-type: none"> <li>• Compliant supporting documentation for verification</li> </ul>
<ul style="list-style-type: none"> <li>• Strict compliance and authorized use only</li> </ul>
<ul style="list-style-type: none"> <li>• Integrated and Automated verification and reconciliation and payment process (within six (6) months of appointment)</li> </ul>
<ul style="list-style-type: none"> <li>• Loading of service providers' payment details in the system</li> </ul>
<p><b>Air Travel (Local, Regional, and International)</b></p>
<ul style="list-style-type: none"> <li>• Online Flight availability as per booking times (intelligent options and best routes)</li> </ul>
<ul style="list-style-type: none"> <li>• Cheapest Economy cost options (non-flexible first and flex-ticket (in exceptional cases). However, all classes to be available</li> </ul>
<ul style="list-style-type: none"> <li>• Display of low-cost carriers (non-GDS) - API</li> </ul>
<ul style="list-style-type: none"> <li>• Authorised changes to be possible online by the Traveler before commencement of travel.</li> </ul>
<p><b>Accommodation (Local)</b></p>
Safe and Reliable and convenient to meeting locations
Real time/Live product availability that from the Global Distribution System (GDS) for major accommodation service providers, especially major hotels
Cheapest cost options within 20 kms from meeting destination
Accommodation terms and conditions will be displayed to the booker (as made available by the provider) which will include payment terms, cancellation terms and terms relating to additions.
<p><b>Accommodation (International &amp; Regional)</b></p>
Direct Bill-Back in South Africa rands by the Service Provider
Safe and Reliable and convenient to meeting locations
Cheapest cost options within 20 kms from meeting destination

Reporting on affected areas for political unrest, safety issues or any other factors that will affect Transnet travelers
Dedicated Consultants to arrange travel bookings, considering in-country circumstances wherever applicable.
<b>Car Hire</b>
Online Domestic options available as per Transnet travel policy for specific car categories allowed
Regional and International to be arranged by Dedicated Consultants
Visibility of Transnet's Corporate Rates negotiated with vehicle rental agencies and leverage The Service Provider's rates where more preferential
Shuttle Services (in exceptional cases)
Chauffer Drive (in exceptional cases)
Travelling in a group (cost containment) to be arranged by Dedicated Consultant
Accidents, Damages and Traffic fines admin management. Direct bill-back, and payment of accident and damages to car hire companies based on Transnet approval. There are no fines to be paid on Transnet's behalf.
<b>Parking Valet Services (wherever required)</b>
Safe facilities with 24-hour security and CCTV surveillance
All vehicles are monitored entering and exiting the site
Affordable and Convenient
Security controlled car parking at least less than 10 kms from the airport
Accessible 24 hours
<b>Shuttle services (in exceptional circumstances)</b>
Point to point shuttle services
Chauffeur Services
<b>Group Bookings (to be done by the dedicated Consultants)</b>
Accommodation, Car hire, Air travel, etc.
<b>International and Regional travel and other related requirements</b>
Visas (to be facilitated by the dedicated consultant in liaison with the traveler)
Reliable Chauffer Drive
Provide full itinerary, including information for country to be travelled in terms of key business services, safety, and risk issues
Issuing of Forex for daily subsistence in line with SARS limits per country

<b>Emergency Bookings</b>
24-hour helpdesk/emergency contact number, SMS, WhatsApp number (no additional charges should apply)
<b>Travel Lodged cards and virtual payments</b>
Virtual card for major accommodation service provides to avoid merchant fees
Automated in the online system to avoid manual swipes (based on payment process approval)
Compliant supporting documentation for verification
Strict compliance and authorized use only
Integrated and Automated verification and reconciliation and payment process (within six (6) months of appointment)
<b>Reporting</b>
Detailed consolidated monthly spend reports and per OD requirements
Quarterly consolidated Cost Containment reporting and per OD requirements
Reporting portal/ reports on demand - Must be live ( <b>Phase 2</b> )
Quarterly Reviews and aligned to 95 % SLA deliverables, should The Service Provider fail to deliver in accordance with SLA Matrix, the following <b>penalties</b> will apply: 1,5% to 10% of quarterly management fees payable in the next quarter
Accrual reporting per OD
<b>Dedicated consultants</b>
<ul style="list-style-type: none"> <li>▪ Normal Operating Hours are from 07:30-17:00</li> <li>▪ 10 Senior Consultants to provide support and do the travel bookings wherever needed</li> </ul>
<b>Call Center [24/7]</b>
After Hours Operating 17:00-07:30
After-hours emergency bookings for emergency bookings. Emergency bookings are defined as bookings for that evening (e.g., traveler at the airport) or up until 10:00am the next day
Afterhours service will be included:
Assistance during weekdays, weekends, and public holidays
<b>Business Units and Cost Centers - to be displayed correctly on The System</b>
Transnet shall provide the service with a list of all the registered business units per Operating Division and the relevant cost centers for that business unit. The Service Provider will ensure that all the Business Units are loaded on The System and the relevant cost centers are linked to the relevant business unit
Bookers/Travelers given access to certain BU's is a manual setting to be controlled by Transnet
Travelers to be linked to different cost centers and be able to travel on different cost centers based on the data received by Transnet

<b>Quotations and Approvals</b>
<p>All quotes should be generated by the system, only if regional and international quotes are requested offline will be done by the consultants.</p> <p>Quotes and confirmations will be provided to Transnet electronically. On receipt of a suitable option chosen by Transnet from the quotes provided, all tickets and vouchers will be issued and forwarded to Transnet.</p> <p>No tickets or vouchers will be issued without the receipt of approval generated in the System, in accordance with Transnet’s Travel Policy.</p> <p>Deviation from Transnet Travel Policy requires written approval and authorisation from the designated approvers.</p> <p>Transnet is liable to check that options chosen from quotations are both accurate and suitable before approving same. On receipt of approval, all documentation will be issued according to the information provided.</p>
<p>All travel documentation will be distributed to Transnet / Transnet’s traveler by way of e-mail, online or by The System App.</p> <p>Travel bookers will be notified by way of email and online once a booking has been approved or rejected by the relevant approver.</p>
<b>General:</b>
<b>Refunds</b>
<p>All refunds are subject to the ticket rules and subject to each airline's processes.</p> <p>Service Provider will submit for refund all airline tickets not used within three months of the issue date. Transnet will be refunded by the airline directly to the applicable lodged card provided there is a refund due.</p>
<p><b>Traveler Profiles:</b> Profile is initiated manually or via integration and will require Transnet to activate the profile by completing all mandatory requirements. Profiles will be deactivated by The Service Provider based on the HR feed instructions or manually as instructed by Transnet. It is the responsibility of Transnet to update and maintain traveler profiles.</p>
<p>The Service Provider will provide training sessions.</p>
<b>Finance:</b>
<p>Matching of lodged statements</p>
<p>Invoice generation on finalisation of the booking</p>
<p>The Service Provider is required to capture all supporting documents for payments</p>
<p>Full Billback service</p>
<p>Management Fee invoices will be submitted to Transnet by the 10th of every month and are payable to The Service Provider within 30 days of monthly statement receipt.</p>
<p>Transnet is liable for all 3<sup>rd</sup> party charges</p>

Fixed pricing for this contract is based on transactions of 90% overall online adoption. Should Transnet fail to achieve this on a quarterly basis after relevant appropriate training, the parties will enter contractual negotiations to review resource allocation and/or fees.
All disputes & queries between the parties require ongoing feedback and communication, resolution within the billing period of that month.
Automated upload of payment data into Transnet SAP Finance for validation/verification of supporting documents, and reconciliation for approving payments

**Contract Implementation Strategy:**

**1. System Setup/Integration/Transition**

- Transnet will supply The Service Provider with an updated SAP HCM list for upload into The System which will include the employees First Name and Surname as per ID book or passport, cell number, ID number, SAP number and e-mail address.
  - SAP HCM data will be received from Transnet in two separate methods:
  - Transnet Divisions using the Transnet full master data integration method or
  - Division using a manual master data method.
- The Service Provider will be responsible for the upload of the SAP HCM list on The System
- The Service Provider will be responsible for sending the registration link to travelers to have access to The System
- The Service Provider will provide assistance with password resets, unlocking traveler accounts when the traveler is not able to do this themselves.
- Transnet will create profiles as needed for new employees and guest Travelers.
- Transnet will be responsible for deleting the profiles of employees that no longer work for Transnet.

**2. Business Units and Cost Centers**

- Transnet shall provide The Service Provider with a list of all the registered Business Units per Operating Division and the relevant cost centers for that business unit.
- The Service Provider will ensure that all the Business Units are loaded on The System and the relevant cost centers are linked to the relevant business unit
- The Service Provider is responsible for updating cost centers as and when requested by Transnet
- Transnet will provide The Service Provider with the relevant lodged card details to link to the relevant Business Unit.

**3. Reason for Travel**

- The Service Provider and Transnet will agree on travel reasons loaded on The

System for traveler selection at booking.

- Transnet can request addition or amendments to the existing reasons for travel.

#### **4. Approvers and approval flow**

- Transnet will advise The Service Provider of the most relevant and suitable approval flow setup per Operating Division
- The Service Provider will be responsible for loading approvers as and when requested by Transnet.

#### **5. Online Bookings**

- The system will be operational during business hours and after hours (24x7x365) at 95% uptime availability during working hours **excluding**:
  - Scheduled maintenance, which will not exceed 15 (fifteen) hours per week, and which is normally scheduled for a Wednesday after 17h00
  - Technical dependencies, which shall cover downtime by:
    - Company systems
    - Supplier systems (including Supplier online systems)
  - In the event of a System failure, Transnet shall make use of the Service Desk (refer to offline process).
- The Service Provider will be responsible for ensuring that Transnet travelers and travel bookers can book and confirm reservations – including confirming the all-inclusive / corporate rate with participating suppliers via The System
  - The System displays all available quotations to the travel booker / traveler immediately. The System will provide all quotes and availability searches subject to:

- The search criteria entered by the travel booker / traveler
- The Travel Policy
- Availability of the GDS and Supplier's integrated systems

5.1 Bookings will only be confirmed, and tickets issued upon receipt of approval from Transnet in the format designated by Transnet (e.g., via SMS). Once approval has been received, the booking shall be made automatically, and all relevant travel documentation shall be sent electronically to Transnet through the System.

5.2 Transnet is liable for checking and ensuring that the final option chosen and approved is accurate and correct prior to issuing approval for the booking.

- The following bookings requested on the System will be queued to a Service Desk consultant for assistance during working hours.
  - All non GDS hotel bookings
  - All requests made via the Travel Request Form
  - All booking change requests
  - All complex international bookings consisting of 4 (four) or more sectors
  - Additional services are available, including additional user training, customized features and enhancements to the System and specialized travel report formats. These services will be available to Transnet at an additional cost to be agreed between the Parties and will be scoped and specified on an *ad hoc* basis as required.

## **6. Services pertaining to the offline service desk and offline servicing requirements.**

- The Service Desk will operate from 07h30 – 17h00 Monday to Friday, excluding public holidays. The Service Provider will provide 10 dedicated consultants to:
  - Support for offline bookings: dedicated telephone number for Transnet to contact 24x7;
  - Free system navigational support – office hours and local times;
  - After hours call centre: primarily function is to manage emergency bookings.

- Travel documents made available to users via email, online and via the mobile App 24x7.
- Should the dedicated consultant be unavailable or absent for any reason other than termination of such consultant's employ, Transnet shall make use of the shared Service Desk.
- In the event of termination of employ of a dedicated consultant due to any reason, including the death, resignation, or termination for disciplinary reasons of such consultant, The Service Provider shall replace the consultant with a consultant of equivalent skill and experience to Transnet's dedicated consultant. Where possible, The Service Provider shall provide Transnet with not less than 24 (twenty-four) business hours' notification of the replacement.
- The Service Provider is not allowed, per IATA regulations, to hold flights for quotations. One quotation will, however, be reserved for a limited period, in accordance with the Supplier's rules and regulations, to allow Transnet the opportunity to approve the quote. Transnet shall be advised at the time of receiving the quote as to the validity period for acceptance / approval thereof. The Service Provider shall reserve the lowest logical quotation unless otherwise requested by Transnet.

**7. All quotations will be provided to Transnet electronically**

Bookings will only be confirmed, and tickets issued upon receipt of approval from Transnet in the format designated by Transnet (e.g., in writing or via SMS). Once approval has been received, the booking shall be made, and all relevant travel documentation shall be sent electronically to Transnet by The Service Provider and/or the Supplier as applicable. Transnet is liable for checking and ensuring that the final option chosen and approved is accurate and correct prior to issuing approval for the booking.

**8. Transnet's traveler is responsible for the following relating to online travel bookings:**

- Ensuring that his/her booking is made correctly, including suitability in respect of times, dates, and other requirements.
- Ensuring that he/she arrives within the minimum check-in times for all flights (domestic, regional, or international).

- Ensuring that he/she is in possession of all the travel documentation required for travel including, but not limited to, identity documents, passports with sufficient blank pages, Visas, destination required inoculations, foreign currency, travel insurance, etc. The Service Provider accepts no liability if a traveler is not in possession of all required documentation,
- Ensuring that he/she is aware of any legal requirements (pertaining for example to customs or immigration) and that he/she meets such requirements.
- To confirm flights directly with the airline prior to travel, during office hours.
- Ensuring that he/she is aware of the current itinerary. The itinerary or travel documents are subject to change if the traveler or the Third-Party Service Provider changes any part of the booking. Current versions of the itinerary will be available online.

**9. Domestic, Regional & International Air Travel, in line with Transnet Policy:**

- Planning, arranging, and changing of all air travel bookings through The Service Provider on an approved travel request when done offline.
- Booking confirmations should be in line with the Transnet travel policy, on the following:
  - Date, routes, passenger class, preferred seating, special meals, or assistance with consideration to the most cost-effective arrangements for air travel, accommodation, and land transport.
  - Requests must be processed immediately upon receipt thereof to ensure availability of service. Failure that results in any difference in cost due to delays from The Service Provider will be for the account of The Service Provider.
  - Where required bookings cannot be confirmed immediately (waitlist), the traveler / booker will be advised timeously of any challenges and will be presented with three (3) alternative routings/ quotations for consideration, this specifically applies to Regional and International bookings. These alternatives can also be suggested if it can be proven that the deviations from the original arrangements could result in financial savings.
- Payment of all airline bookings is immediate upon time booking is made
- Negotiating (with Transnet) discounts and corporate fares for all air travel with the available commercial and chartered airlines.
- Arranging and executing refunds, etc. The Service Provider will process refunds on all unused tickets as per the Airline policy guidelines and fare rules.
- The Service Provider will provide information in terms of airport closing, cancelled or delayed flights; strikes; local political or safety situations which may affect travel will be provided to travelers.

- The Service Provider will ensure that international travelers' internal flights match the original class to avoid issues with baggage allowances with internal flights in international countries.

### **9.1 Air Booking Changes:**

- Domestic bookings changes made online are driven through the System by the Traveler Availability. Complex and/or travel booker subject to airline systems and ticket rules and international bookings changes will be managed by the Service Provider's travel consultants.

### **10. Accommodation (Domestic) in line with Transnet Policy:**

- Transnet travelers and travel bookers can book and confirm reservations – including confirming the all-inclusive / corporate rate with participating suppliers via the Integrated Management Solution "The System."
- Planning, arranging, and changing bookings, payment of accommodation service providers (hotel group, private hotel, guest houses, lodges or Bed and breakfast) as per the Transnet travel policy.
- Negotiating (with Transnet) on standard and reduced rates (net rates) with all available hotel groups, private hotels, and other establishments.
- All arrangements are to be made via the appropriate payment terms (i.e., billback debtor's book; lodged card; or virtual credit card.)
- Accommodation should include drinking water, soft drinks and WIFI access.
- Make provision for specific OD requirements and ensure ongoing high effectiveness and efficiency.

### **11. Accommodation (regional and international) in line with Transnet Policy:**

- Planning, arranging, and changing of bookings with international hotel groups.
- Negotiating (with Transnet) on standard and reduced rates with all available hotel groups
- After-hours / Emergencies assistance "as and when" required.
  - **Accommodation Booking Changes:**  
The Transnet traveler/booker is responsible for cancelling the accommodation booking online and rebooking according to new requirements.

### **12. International & Regional assistance to travelers (in emergencies):**

- The Service Provider will have personnel available on a 24-hour basis – as and when required – to assist with emergencies and unexpected changes made.

### **13. Car Hire:**

- Bookings, changes and payments of vehicles to be in line with the Transnet policy.
- Negotiating (with Transnet) on standard tariffs and reduced rates with all available service providers.
- Assist Transnet with supporting documents as and when required for accidents, damages and traffic fine admin fees.
- **Car Rental Booking Changes:**  
It is the responsibility of the Transnet traveler/booker to cancel the car rental booking online prior to collection of the vehicle and rebook according to new requirements.

### **14. Foreign Exchange, Subsistence allowance and other requirements in Line with Transnet Policy and South African regulations:**

- The Service Provider should be familiar with the standard procedure of travel documentation required for international organizations and the requirements of various nationalities.
- Arrange foreign exchange and subsistence allowance in accordance with Transnet Policy guidelines
- On time deliveries of foreign exchange for subsistence allowance
- Delivering documentation on time to the traveler – guarantee delivery and service.
- The Service Provider will provide travelers advice on health requirements, including types of inoculations and vaccinations required for travel to certain countries or areas.

### **15. After Hours / Emergency Office:**

- 24-hour availability (365/24/7)
- The after-hours consultants must have 24-hour access to all Transnet's travel bookings.
- Ensure compliance with Transnet Policy and agreed processes, including the Transnet latest delegated authority framework.
- Managed Integrated Travel System/Solution support

### **16. Leisure Travel:**

- The Service Provider can assist Transnet staff with any personal leisure travel requirements, which must be billed directly to the Transnet staff member.

- Transnet rates can be applicable to staff in their personal capacity dependent on the supplier.

#### **17. Travel Insurance:**

- Transnet is self-insured and The Service Provider does not have to provide insurance requirements. The Service Provider shall liaise with the Transnet appointed Insurance Company to arrange the travel insurance "as and when" required.

#### **18. Visas**

- Visa services are available on request on a case-by-case basis and on request by Transnet. The Service Provider facilitates all visa arrangements for the convenience of Transnet but actual applications for visas, appointments and obtaining of the visas are done by a Supplier.
- Please note that some consulates and embassies require that the visa applicant apply in person. Transnet's travelers will be advised if this is the case by the Supplier.
- Transnet will be liable for all charges relating to the visa application including actual visa costs, deposits, passport costs, handling fees and any transportation and/or delivery charges levied by the Supplier. Due to the nature of the visa application process, which requires strict time limits to be adhered to, The Service Provider shall pay these costs up front but will invoice Transnet for any such charges and Transnet shall remain liable there for. Please note that in instances where the consulate or embassy requires direct payment, this must be done by Transnet directly.
- Consulates and embassies all have different requirements regarding visa applications (including late applications), and these are subject to change without notice to either The Service Provider or Transnet. Transnet acknowledges that The Service Provider cannot be held liable for changes to the visa application processes that are made unilaterally by the consulate or embassy.
- The Service Provider shall communicate visa requirements to Transnet at the time of quotation.
- The Service Provider shall provide all necessary visa information and application forms relevant to Transnet's booking to Transnet. Note that where possible to apply for a visa online, Transnet shall be directed to the appropriate website to complete the application accordingly.

- Transnet must provide The Service Provider with the completed visa application form(s) (if applicable) and the traveler's passport as well as any other documentation that may be required by the embassy in question. The required documentation must be provided to The Service Provider by Transnet within a reasonable amount of time to allow for the visa application process, which shall differ depending on the visa required.
- The Service Provider shall deliver the completed visa application and other document(s) to the visa Supplier. The Supplier shall then coordinate the application process and shall communicate accordingly with Transnet in this regard.
- The Service Provider cannot be held liable for declined visas, alternatively for failure by Transnet to obtain a visa.

**19. Passports (APPLICATIONS AND RENEWALS)**

- Transnet is responsible for ensuring that its traveler's passports are valid and have sufficient space and/or pages as required for travel.
- The Service Provider can assist with facilitating appointments with passport application Suppliers to assist in managing the process, but applicants are required to appear in person to obtain or renew a passport and The Service Provider is not liable for ensuring that a passport is applied for or renewed.

**20. Accounting Procedure:**

- Transnet shall affect payment for the Services as follows:
  - Service Provider Management & Land arrangement facilitation Fees – EFT – 30 days from date of invoice
  - Air Travel and Land Arrangements – Lodge Card / Virtual Credit Card
  - Visas – Lodge Card / Virtual Credit Card
  - Other (Hotel, etc.) – Lodge Card / Virtual Credit Card
  - Car Hire – Lodge Card / Virtual Credit Card
- Service Provider to provide Transnet with all valid supporting documentation for validation to pay the lodge card statements/invoice

- Transnet is responsible for ensuring a sufficient credit limit available in respect of their chosen payment method (e.g., Lodged Card / Virtual Credit Card) to manage its travel and spending. The Service Provider recommends a limit of 2.5 (two and a half) times Transnet's average monthly travel spend.
- Agreed reference fields shall appear on all invoices. Statements shall be matched monthly and sent to Transnet's finance department.
- Accounts queries shall be sent to The Service Provider and The Service Provider shall provide Transnet with feedback in relation to a query within 48 (forty-eight) hours of receipt of the query. Depending on the query's nature, particularly Supplier account queries, resolution of the query may take up to 14 (fourteen) days.
- Refunds from Third Party Providers may take up to 6 (six) months to be processed and paid by the Supplier and are subject to the rules of the Supplier. Refunds must be applied for by Transnet, alternatively Transnet can request The Service Provider to attempt to have a ticket revalidated. All refunds, changes or revalidations are subject to the Third-Party Provider terms and conditions and The Service Provider cannot be held liable if a Third-Party Provider refuses or fails to revalidate a ticket or process a refund.
- The Service Provider shall provide Transnet with ad hoc unused tickets and refund reports.
- The Service Provider cannot be held liable for delayed Supplier invoices; however, The Service Provider will maintain regular communication with Supplier(s) as required to expedite the billing process.
- Delivery of hard copy invoices and supporting documents when applicable can be provided at an additional cost which will be discussed at the time, the Integrated Travel Management system provides ease of access to obtain all electronic documentation, invoicing and supporting documentation.
- The Service Provider will provide electronic upload file on billing
- The Service Provider will provide a Proper debtor and creditor system to ensure flow of process on payments to facilitate:
  - Lodged Cards
  - Debtors book Accounts
  - Valid Tax invoices

- Account queries

**21. Quality, Queries, and resolution process:**

- The Service Provider should have established controls and operate effective quality procedures to monitor and regulate the quality of service provided to Transnet.
- Transnet may conduct quality control surveys / checks among its frequent travelers.
- Service Provider personnel assigned to Transnet shall have strong experience and to be constantly trained to be kept up to date.
- Service Excellence Centre available to log feedback, complaints & compliments.

**22. Security in case of Emergency:**

- Security services to be allocated in case of emergency to Transnet employee (s) when travelling regionally or International.

**23. Account Manager**

- The Service Provider shall appoint a Supplier Relationship Manager (SRM) whose duties shall include but not be limited to:
  - Managing the process of finalization of this SLA.
  - Maintaining multi-level relationships within Transnet and with its travelers.
  - Arranging and attending meetings with Transnet on a weekly / monthly / quarterly / annual basis, as agreed to between the Parties during implementation.
  - Assistance with ad hoc travel advice including advice in respect of payment methods, arrangement of training and liaising with Service Provider stakeholders to ensure that Company requirements and needs are communicated to The Service Provider.
  - Assistance with compiling, updating, and ensuring compliance with the Transnet Travel Policy and that this is maintained and kept up to date.
  - The SRM in conjunction with the designated Transnet representative will negotiate discounts and corporate fares for all air travel with the available commercial and chartered airlines as well as standard and reduced rates with all available hotel groups, private hotels, and other establishments.

The SRM together with the Transnet representatives will also be responsible for negotiating standards and reduced rates with all available hotel groups.

- The SRM shall indicate any specific features or programs that would be beneficial to Transnet, i.e., visa processing; lost baggage follow-up; preferred seating arrangements; excess baggage; special meals; wheelchair requests etc.)
- The SRM shall discuss issues of mutual concern with Transnet and, where possible, provide updates on major industry-related changes which might impact Transnet or its travel policy.
- The SRM will arrange and roll-out induction workshops as well as regular follow up workshops to Transnet travelers / bookers within South Africa as well as third party Service Providers (annually).
- The SRM is responsible for an Annual Customer Satisfaction survey and discussing results with the designated Transnet representative or Travel Manager.
- The SRM is responsible for managing all third-party contracts on behalf of Transnet (as and when required) and assisting with further negotiations.
- The SRM is responsible for conducting quarterly reviews with the designated Transnet representative or Travel Manager.

#### **24. Reporting:**

- Management reports must be available by no later than the 10th business day of the month for the previous month's reporting during the duration of the contract and must cover the following, but not limited:
- Monthly Management Information Systems (MIS) data on-time and reliable information
  - Spend for the Group and per OD.
  - All transactions processed per OD, detailed per category
  - Number of changes, amendments and cancellations made
  - All savings achieved
  - Exception reports on all after hours bookings made and travel on "out of policy"
  - HR / Tax report regarding personal and company tax returns
  - Ensure Compliance to the Transnet Travel policy
  - Exception report on policy
  - No-Shows report
  - Real time reporting
  - Standard suite of reports
  - Complaints handling, recording, and resolving
  - Confidentiality
  - Green economy / Carbon footprint
  - International bookings report regarding subsistence allowance with ID numbers

- Monthly & Quarterly review reports and meetings
- Ticket refund reports
- Reconciliation of accounts reports
- Month-end report for finance – no later than 25th of the same month:
- Open voucher report (not open for more than 3 months)
- Open invoice report
- Accrual reporting

**25. General Transnet Requirements:**

- Regulatory requirements are mandatory i.e., Registration and License with the International Air Transport Association (IATA)
- Registered with the Association of South African Travel Agents – ASATA.
- Set up and Implementation of the integrated system/solution within specified timeframe (days/weeks) to ensure smooth transition.
- Full Organogram (including management team, dedicated resources, related support staff, etc.)
- Service Hours to Transnet must be from 7:30 – 17:00 during working days with the additional 24 hours a day emergency service during evenings, weekends and holidays.
- Have a Managed Integrated Travel Solution linking to air and land service providers, (for example, airline with at least Galileo / Amadeus, and directly with the hotels booking systems for availability and costs)
- Travel online booking system to integrate with Transnet SAP ERP and HR systems.
- Traveler profiles must be maintained by the appointed service provider throughout the contract period.
- Business continuity plan / disaster recovery plan
- Quality procedure and management

**26. Other:**

- Ensure confidentiality of all Transnet travel arrangements and personnel details.
- The Service Provider shall indicate any specific features or programs that would be beneficial to Transnet, i.e., visa processing; lost baggage follow-up; preferred seating arrangements; excess baggage; special meals; wheelchair requests etc.)
- The Service Provider shall discuss issues of mutual concern with Transnet and where possible provide updates on major industry-related changes which might have an impact on Transnet or its travel policy.
- The Service Provider will arrange and roll-out induction workshops as well as regular follow up workshops to Transnet travelers / bookers within South Africa as well as third party service providers (annually).
- Annual Customer Satisfaction survey
- Annual Supplier Roadshows

**27. Critical Imperatives of the Service:**

**The Service Provider must provide flexible Integrated Travel Management System, compatible with various electronic platforms like desktops and cell phones that will:**

- Enable the Transnet traveler to do Travel Booking(s) on the phone or desktop and to have a view of options to choose from such as airlines, hotels and car bookings that are within the corporate policy guidelines.
- Flexible online approval workflows on the phone or desktop.
- Ticket issuing to be done automatically.
- Enabling the traveler to make changes on the phone or desktop.
- Enabling the traveler to cancel the travel plans on the phone or desktop.
- To create and easily categorize expense items to be sent for approval. Automating the approval workflows to speed up the process.
- Traveler tracking by capturing point to point locations.
- Expense report to capture the receipts of the traveler, submit the receipt via a phone and approved from the desktop or phone app. The expense reports to be automatically routed to the correct approval flow.
- Enable traveler (s) and manager to see when a service requirement is "In Policy" or "Out of Policy"

**28. Creating visibility of traveler request from end to end:**

- Workflow technology utilising data in HR Org structures and FI cost centre structures linked to the traveler(s) and manager's phone or desktop.

- Transnet management structures (via integration of systems.) and update them in real-time.
- Requirement to include an estimated spend against cost centre per travel instance
- Determination to include an estimate spend vs available budget per cost centre
- The system to Know who the traveler is by have the travelers' profile.
- Travel Expense, capability on the traveler phone.

## **29. Increased service delivery:**

- 24-hour helpdesk/emergency contact, SMS alerts for online check-in and any other pertinent information such as airline strikes, etc., and clear requirements regarding turnaround time related to service by means of an SLA quarterly Review and strong Supplier Performance Management
- Managing all third-party contracts on behalf of Transnet (as and when required) and assisting with further negotiations.
- Penalties incurred due to the inefficiency of a travel consultant will be for The Service Provider's account, subject to the outcome of a formal dispute process.
- Surveys; workshops and roadshows
- Internet /SMS confirmation of voucher
- Emergency response process (Duty of Care) for Book offs for Train Drivers.
- After hours / Emergency call centre
- All Transnet current travel business processes must be complied with.
- Most of the travel arrangements are made with short notice and the appointed service provider must be efficient and be able to handle rapid communication on all travel-related matters.
- Personnel shall perform their functions efficiently and professionally.
- The structure shall include a senior representative to ensure full compliance with all requirements from Transnet.
- Consolidation of all invoices and supporting documents from third party suppliers.
- The Service Provider shall assign adequate personnel to service the volumes of work satisfactorily and to fulfil all obligations of the contract. Dedicated consultants must have technical ability and reliability.

## **30. Third Party Service Provider**

- The booking of travel services by Transnet, including final confirmations and ticketing, shall always be subject to and conditional upon:

- The actual availability of, e.g., such flights and/or vehicles and/or accommodation;
- Approval being received from Transnet for bookings prior to the expiry of a quotation's validity period in terms of The Service Provider rules. The Service Provider cannot be held liable for any cancelled bookings, lost fares, or lost availability due to Transnet failing to approve a booking within the Third-Party Service Provider's time limits.
- the terms and conditions specified by the Third-Party Service Providers of the travel services in respect of the booking in question; and
- The requirements of IATA and relevant exchange controls, financial services and other laws and regulations applicable to such travel services in South Africa or the applicable international district.

### **31. Travel Lodge (Virtual)**

- Only air travel automated swiping is permitted before validation, to be automated in the travel system for efficiencies.
- There will be no automated swiping of any other travel services arrangement, without Transnet validation.
- Utilise the virtual card process for major accommodation service providers to eliminate merchant fee.